Problem Resolution Report

CoSD Contract No. 554833
Service Level 46 - Server Software Update -
Revision
Perspecta/CoSD 107

Peraton

Date: January 17, 2022

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as the "Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Parties intend to amend the Service Level (SL) 46 - Server Software Update, to better align it with the recently adopted tools and processes to measure the patching activities for servers.

Resolution:

1. The Parties agree to establish five new Service Levels to measure server patching activities:

    46-1 – Operating system patching for Windows and Linux servers, with an SL Performance Target of 95%;
    46-2 – Operating system patching for Solaris and AIX servers, with an SL Performance target of 95%;
    46-3 – Operating system patching for Critical or Zero Day Vulnerabilities, with an SL Performance Target of 92%;
    46-4 – Middleware patching for Production PAIDs, with an SL Performance Target of 90%; and
    46-5 – Application Patching for Production PAIDs, with an SL Performance Target of 90%.

2. SL 46-1, 46-2 and 46-3 shall become effective in the February 2022 patching cycle (with reporting on March 2022), while SL 46-4 and 46-5 shall become effective in the April 2022 patching cycle (with reporting in May 2022), to allow time for data collection.

3. The weighting for SL 46-1 and SL 46-2 is jointly set at 3%. Should either one of the SLs fails to meet its respective target, both SL would fail. The weighting for SL 46-3, 46-4 and 46-5 is set at 0%.

4. Section 5, Service Level Summarization and Weighting Factors, of Schedule 4.8, Service Levels, is hereby amended as per Attachment 1 to this PRR.

5. Section 10.8, Server Software Update, of Schedule 4.8, Service Levels, is hereby amended as per Attachment 2 to this PRR.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in

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accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _____

Name: John M. Pellegrino

Title: Director, Department of Purchasing and Contracting

Date: _____

PERSPECTA ENTERPRISE SOLUTIONS LLC

By: _____

Name: Max Pinna

Title: Contracts Manager

Date: January 17, 2022

5. SERVICE LEVEL SUMMARIZATION AND WEIGHTING FACTORS

The Service Levels are summarized in the table below. Service Level weighting factors apply as indicated in the table below. The County will adjust Weighting Factors in accordance with Schedule 16.8.

Service Level Weighting Table			
Service Level ID	Framework	Service Level	Weighting
	Cross Functional	Severity 1 Incident	
1		1A	13%
2		1B	9%
3		1C	3%
	Cross Functional	Severity 2 Incident	
4		2A	12%
5		2B	8%
6		2C	3%
	Cross Functional	Severity 3 Incident	
7		3A	7%
8		3B	3%
9		3C	1%
	Cross Functional	Severity 4 Incident	
10		4A	7%
11		4B	2%
12		4C	1%
13	Cross Functional	Add End-User Account	0%
13-1	Cross Functional	Add End-User Account	3%
14	Cross Functional	Delete End-User Account	0%
14-1	Cross Functional	Delete End-User Account	3%
15	Cross Functional	Budgetary Estimate Request	3%
16	Cross Functional	Project Estimate Request	3%
17	Cross Functional	Accuracy of Chargeback Billing	3%
18	Cross Functional	Annual Disaster Recovery (DR) Test	0%

Service Level Weighting Table			
Service Level ID	**Framework**	**Service Level**	**Weighting**
19	Cross Functional	Application Recovery Post-Disaster	3%
20	Cross Functional	Asset Tracking	3%
21	Cross Functional	Root Cause Analysis	3%
22	Cross Functional	Key Personnel Vacant Position	3%
23	Service Desk	Incident Resolution Confirmation Notice	3%
24	Service Desk	Password Resets	3%
25	Service Desk	Response Time	3%
26	Service Desk	Service Repair Scheduling	3%
27	Service Desk	Customer Satisfaction	3%
28	Service Desk	First Call Resolution	3%
29	End-User	Critical Software Patches	3%
30	End-User	Software IMAR	3%
31	End-User	Hardware IMAR	3%
32	End-User	OIC Additions and Removals	3%
33	Network	Transaction Response Time – Internet/Intranet Availability	3%
34	Network	Transaction Response Time – Data Center	3%
35	Network	Voice System Call Blocking	3%
36	Network	Data Network Availability	4%
37	Network	Internet Availability	4%
38	Network	Voice Network Availability	3%
39	Data Center	Output Delivery	3%
40	Data Center	Daily Backup	0%
41	Data Center	Quarterly Backup/Restore Test	0%
42	Data Center	Data Restore	1%
43	Data Center	Server Decommission	3%

Service Level Weighting Table			
Service Level ID	**Framework**	**Service Level**	**Weighting**
44	Data Center	Server Provisioning – Production	0%
44-1	Data Center	Server Provisioning – Physical (Excludes Oracle)	2%
44-2	Data Center	Server Provisioning – Virtual	2%
44-3	Data Center	Server Provisioning – Oracle	2%
45	Data Center	Server Provisioning – Test	0%
46-1	Data Center	Server Software Update - Operating system patching and updates for Windows and Linux servers	3%
46-2	Data Center	Server Software Update - Operating system patching for Solaris and AIX servers	
46-3	Data Center	Server Software Update - Operating System Patching for Critical and Zero Day Vulnerabilities	0%
46-4	Data Center	Server Software Update - Middleware patching for Production PAIDs	0%
46-5	Data Center	Server Software Update - Application Patching for Production PAIDs	0%
47	Data Center	Server Availability	6%
48	Applications	Project Management Plan Rework	3%
49	Applications	Service Request Schedule Performance	6%
50	Applications	Variance to Application Budget	6%
51	Applications	Application Availability	0%
51-1	Applications	Application Availability (P1)	1.7%
51-2	Applications	Application Availability (P2)	1.7%
51-3	Applications	Application Availability (P3)	1.6%
52	Applications	Documentation Update Accuracy	3%
53	Applications	Application Response Time	0%
53-1	Applications	Application Response Time	3%
54	Service Desk	First Call Resolution – 2nd Generation	0%
55	Cross Functional	Root Cause Analysis Corrective and Preventative Action Completion	6%

10.11 Server Software Update

Service Level	Operating System Patching for Windows and Linux servers		
Service Level ID	46-1		
Definition	Implementation of operating system patches and updates for Windows and Linux servers		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Time to Implement	Within the Patch Cycle, starting on the day after Patch Tuesday of current month, when patches and updates made available from Microsoft and RedHat, through Monday before Patch Tuesday of the next month. Example: If Patch Tuesday for November is November 9th and Patch Tuesday for December is December 14th, the patch cycle for the period is November 10th through December 9th. Acceptable Exceptions are limited to prevent disruption of critical business functions (i.e., TTC Property Tax collection periods November-December and March – April; employee benefit enrollment in October; ROV election blackout periods; fiscal year end processing; calendar year-end freeze).	95%	97%
Formula	Quantity of Windows and Linux servers patched/updated over patch cycle divided by the Quantity of Windows and Linux servers in the environment (less approved exceptions).		
Measurement Interval	Monthly based on Patch Cycle, not the calendar month.		
Reporting Period	Monthly based on Patch Cycle, delivered on the Wednesday after completion of the Patch Cycle. Example: If Patch Tuesday for November is November 9th and Patch Tuesday for December is December 14th, the patch cycle for the period is November 10th through December 9th. Report delivery date December 15th.		
Measurement Tool/Source Data	Contractor-provided (Ansible)		

Service Level	Operating System Patching for Solaris and AIX servers		
Service Level ID	46-2		
Definition	Implementation of operating system patches and updates for Solaris and AIX servers.		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Time to Implement	Within the Patch Cycle, starting on the day after Patch Tuesday of current month, through Monday before Patch Tuesday of the next month. Oracle and IBM release patches on a quarterly basis, not monthly. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th.	95%	97%

	Acceptable Exceptions are limited to prevent disruption of critical business functions (i.e., TTC Property Tax collection periods November-December and March – April; employee benefit enrollment in October; ROV election blackout periods; fiscal year end processing; calendar year-end freeze).
Formula	Quantity of Solaris and AIX servers patched/updated over patch cycle divided by the Quantity of Solaris and AIX servers in the environment (less approved exceptions).
Measurement Interval	Quarterly based on Patch Cycle, not on the calendar month.
Reporting Period	Quarterly based on Patch Cycle, delivered on the Wednesday after completion of the Patch Cycle. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th. Report delivery date February 9th.
Measurement Tool/Source Data	Contractor-provided (Ansible)

Service Level	Operating System Patching for Critical and Zero Day Vulnerabilities		
Service Level ID	46-3		
Definition	Implementation of operating system (Linux, Windows, Solaris and AIX) patches and updates specifically identified as Critical or Zero Day Vulnerabilities		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Time to Implement	Within 24 hours of patches or updates being made available from operating system vendor(s) and 98% within 72 hours. A client approved Emergency Change Request is required pre-deployment or post-deployment Acceptable Exceptions are limited to prevent disruption of critical business functions (i.e., TTC Property Tax collection periods November-December and March – April; employee benefit enrollment in October; ROV election blackout periods; fiscal year end processing; calendar year-end freeze).	92%	95%
Formula	Quantity of servers patched/updated divided by Quantity of servers impacted by the Critical or Zero Day Vulnerability in the environment (less approved exceptions).		
Measurement Interval	As needed based on Critical and Zero Day Vulnerabilities produced with vendor remedy.		
Reporting Period	As needed but within 24 hours of implemented patches and updates for Critical or Zero Day Vulnerabilities for initial report and within 96 hours for the final report.		
Measurement Tool/Source Data	Contractor-provided		

Service Level	Middleware patching for Production PAIDs		
Service Level ID	46-4		
Definition	Implementation of patches for middleware products in support of Production PAIDs		
Service Measure	Performance Target	SL Performance (%)	SL Earnback

Time to implement	Within the Patch Cycle, starting on the day after Patch Tuesday of current month, through Monday before Patch Tuesday of the next month. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th. Acceptable Exceptions are limited to prevent disruption of critical business functions (i.e., TTC Property Tax collection periods November-December and March – April; employee benefit enrollment in October; ROV election blackout periods; fiscal year end processing; calendar year-end freeze; current application version does not support update for middleware). Patches shall be applied to development, test, and production environments. Patches are only required for security vulnerabilities identified in the corresponding major version of the software. Patches are not required for new features, new version of the software (which would be new project), and bug fixes (which would be Apps M&O).	90%	93%
Formula	Quantity of middleware products updated over patch cycle divided by Quantity of middleware products that had patches released during the Measurement Interval (less approved exceptions).		
Measurement Interval	Quarterly, based on Patch Cycle.		
Reporting Period	Quarterly, based on Patch Cycle, delivered on the Wednesday after completion of the Patch Cycle. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th. Report delivery date February 9th.		
Measurement Tool/Source Data	Contractor-provided		

Service Level	Application Patching for Production PAIDs		
Service Level ID	46-5		
Definition	Implementation of application-level patches for production PAIDs		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Time to Implement	Within the Patch Cycle, starting on the day after Patch Tuesday of current month, through Monday before Patch Tuesday of the next month. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th.	90%	93%

	Acceptable Exceptions are limited to prevent disruption of critical business functions (i.e., TTC Property Tax collection periods November-December and March – April; employee benefit enrollment in October; ROV election blackout periods; fiscal year end processing; calendar year-end freeze). Patches shall be applied to development, test, and production environments. Patches are only required for security vulnerabilities identified in the corresponding major version of the software. Patches are not required for new features, new version of the software (which would be new project), and bug fixes (which would be Apps M&O).		
Formula	Quantity of applications patched over patch cycle divided by Quantity of Production applications that had patches released the Measurement Interval (less approved exemptions).		
Measurement Interval	Quarterly, based on Patch Cycle.		
Reporting Period	Quarterly, based on Patch Cycle, delivered on the Wednesday after completion of the Patch Cycle. Example: If Patch Tuesday for January is January 11th and Patch Tuesday for February is February 8th, the patch cycle for the period is January 12th through February 7th. Report delivery date February 9th.		
Measurement Tool/Source Data	Contractor-provided		